

HDANYWHERE™

HDANYWHERE

MHUB
AUDIO

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MHUB AUDIO

MHUB AUDIO (6x4) Product Guide

CODE: MHUBAUDIO64

Box. Fe

1.

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In the box

x1	MHUB AUDIO (6x4) Chassis/Hub
x4	Rubber feet & screws
x2	Rack mounting ears
x1	IEC power lead
x4	3.5mm stereo jack leads
x4	Four Pin Phoenix connectors
x1	MHUB AUDIO (6x4) user guide

Glossary of terms

MHUB	Video or Audio distribution systems manufactured by HDANYWHERE.
Video enabled MHUB	Specifically a video distribution system manufactured by HDANYWHERE.
Audio enabled MHUB	Specifically an audio distribution system manufactured by HDANYWHERE.
Standalone	When MHUB is installed by itself.
Stack	When MHUB is installed with one or more stackable MHUB systems.
V&A	A stack comprised of one Video enabled MHUB and multiple MHUB AUDIO systems.
A&A	A stack comprised of one or more MHUB AUDIO systems.
Master	The designated controller for all other MHUB systems found in a stack.
Slave	MHUB devices which communicate to a Master MHUB device.
uControl	A remote control app for MHUB systems made by HDANYWHERE and available from iOS & Android app stores.
Control System	A 3rd party method of control for MHUB systems. For example, Crestron, Control4, RTI, Savant, Fibaro etc.
MHUB-OS	MHUB's on-board operating system.



Features

- 4x 110w stereo zones, 8x 55w channels 4 Ohm (all zones driven)
- Parametric DSP EQ + crossover
- Stackable with MHUB U & MHUB PRO systems
- Remotely monitorable
- Works with uControl and voice control
- High-efficiency power supply
- Adjustable lip-sync delay
- Auto low power mode
- Sold as a complete package with mounting kit included.

Specification

Form factor	19"/1U aluminium rack-mountable unit
Input / Output / AUX / Sub	6 / 4 / 4
Input type	3.5mm Stereo Jack (x4) Optical (x2) Digital Coaxial (x2)
Output type	Digital Coaxial (x2) 3.5mm Jack (x4) sub/slave
Audio support (digital)	Stereo
Audio support (analogue)	Stereo
Lip-sync delay	0 – 170ms on input
Amplifier output power	110 watts stereo zones 55 watts into 4 ohms/channel
Package weight	3900g
Dimension (W/D/H)	440 / 284 / 43
Power	110-240V
Guarantee	3/4-year guarantee (Cloud registration required)

Interface. Con

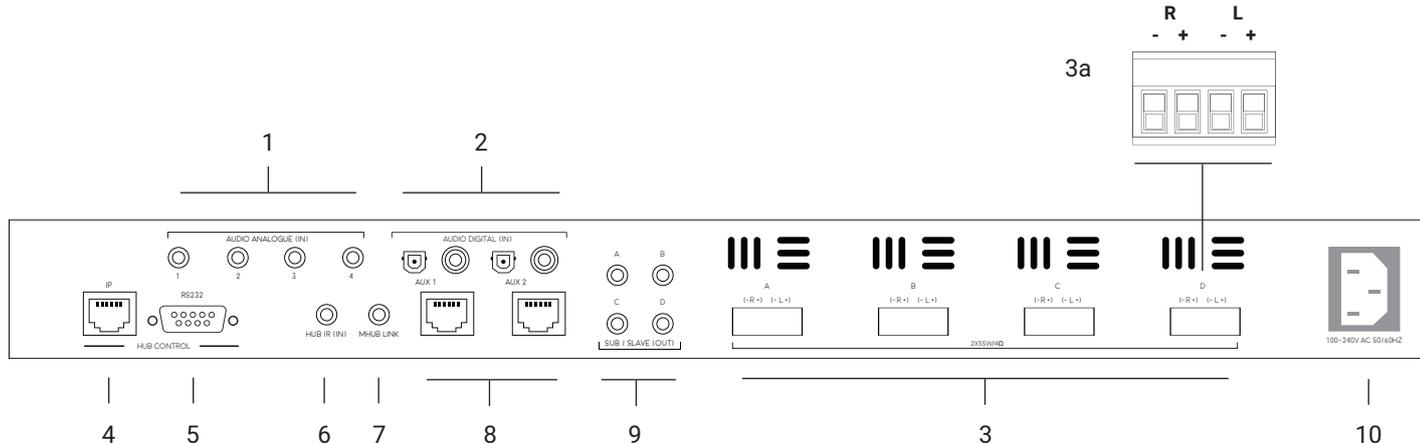
2.

ontrol. Stacking.

Rear panel: MHUB AUDIO (6x4)

- 1. **Audio Analogue (IN):** Connect audio sources via 3.5mm jack cable.
- 2. **Audio Digital (IN):** Connect audio source via optical cable, digital-coax or remote input.
- 3. **Speaker Outputs (A-D):** 110w Stereo Output via 4-way phoenix connectors.
- 3a. **Phoenix Connector:** Terminate speaker cable to pins (R - / +) then (L - / +) as per the diagram.
- 4. **Hub Control (IP):** Connect the MHUB system to your router via this port to enable setup and control via our app uControl. Also required for connection to control systems.
- 5. **Hub Control (RS232):** Connect MHUB directly to a control system via RS232.

- 6. **MHUB IR (IN):** Send Infrared (IR) commands from a remote control or control system via a HDA IR Receiver in to MHUB AUDIO for switching control.
- 7. **MHUB LINK:** Future expansion port details TBC.
- 8. **Remote Audio (IN):** Future expansion port details TBC.
- 9. **SUB/SLAVE OUT (A-D):** Subwoofer or mirrored/slave outputs. This mode is determined inside MHUB-OS.
- 10. **AC Power:** Connect an IEC lead to this port to provide power to your MHUB.



Front panel: MHUB AUDIO (6x4)

1. **HDANYWHERE logo:** Indicator light. If this light is on and solid then MHUB AUDIO has power and is on.

2. **MHUB AUDIO logo:** Indicator light. If this light is on and solid then MHUB AUDIO has power and is on. If the light is flashing then MHUB AUDIO is in detection mode.

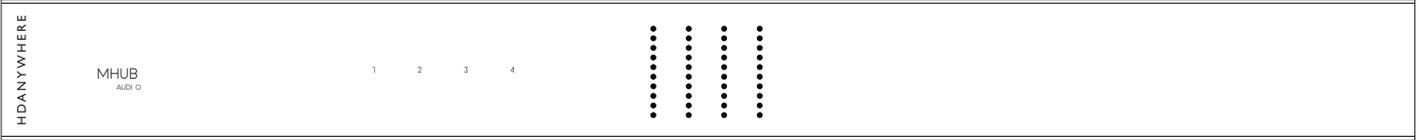
3. **Input (1-4):** Input level presence indicator light. This light has 4 modes (Off/Flashing/Solid/Red): Off, Flashing & Solid are all OK for normal operation. Depending on the input level this will determine the behaviour of the light. If the light is Red then the input is being overloaded and it's recommended that you adjust the level down.

Solid light: -19.5dB
Red light (overload): +4.6dB

4. **Output Meter (A-D):** Amplifier power indicator. There are four thresholds indicated by different colours. Green, Yellow and Red.

Green light on: -20dB
Yellow light on: -14dB
Red light on: -10dB
All lights on: 0dB

If all lights are on then MHUB AUDIO's amplifiers are operating at full power. HDANYWHERE does not recommend that you operate MHUB AUDIO at this level as this can damage the life expectancy of your system and will negatively affect the audio quality (distortion and clipping). Levels and gain can be managed from within MHUB-OS (see page 24-25). When MHUB AUDIO is setup correctly these lights should operate within the Green and Yellow ranges with occasional peaking in to the Red being OK. Depending on your devices/settings you may not see the lights operate at all. This is also OK.



MHUB control methods

MHUB AUDIO has been designed to be operated and controlled in numerous ways depending on your requirements. There are no control buttons on the front of the MHUB AUDIO (see MHUB AUDIO (6x4) Front Panel). This MHUB has been designed to be located centrally and its control methods are primarily those which do not require line of sight to the unit. The methods to control MHUB AUDIO and considerations for each are listed below.

uControl

Available on iOS and Android, uControl is MHUB AUDIO's native method of control. All of MHUB AUDIO's built-in features are available; offering comprehensive control over switching, volume, grouping, executing Sequences and mute states in all zones. uControl communicates over the same Local Area Network (LAN) as your MHUB AUDIO which allows for global control over the entire system regardless of what zone you are in.

Voice

All MHUB systems support voice control as standard via an Amazon Echo (Alexa) device. Voice control is not designed to act as a primary control method but to assist the other methods listed on this page. Using voice it is possible to control volume adjustments ("set volume to 25%"), muting and switching input from any zone.

Third-party control system

Control via a third-party control system is also supported using our latest and most advanced API to date. For an up-to-date list of systems that MHUB AUDIO supports please visit the "Control Drivers" section of our support site: <http://support.hdanywhere.com>. Control varies depending on the control system being used but typically, switching, volume and mute control is supported.

MHUB-OS

Any device with a web browser can control MHUB AUDIO directly from the MHUB-OS dashboard. From here it is possible to control switching, volume and mute states. MHUB-OS is also where all configuration for MHUB AUDIO can be done.

Infrared (IR)

This is a legacy method of control. If you would like to use IR as your control method then you will need to purchase an IR Receiver and configure your remote control device to output MHUB AUDIO's IR control commands. IR codes can be found on our support site: <http://support.hdanywhere.com>. This method of control requires line of sight with the MHUB system as there is no way to send an IR command from any zone back to the MHUB device. HDANYWHERE's recommendation is not to use this method other than for testing the system should no LAN be present.



Help is only an email away: support@hdanywhere.com.

Stacking: creating (V&A or A&A) systems

MHUB AUDIO is a 'stackable' system meaning that it can be added to any MHUB PRO, MHUB PRO 2.0, MHUB U (video MHUB) or MHUB AUDIO (audio MHUB) system manufactured after 2017. When you create a system comprised of a video MHUB and an audio MHUB then we refer to this as a V&A system. If you combine MHUB AUDIO with another MHUB AUDIO then you will have an A&A system.

Master & slave devices

Stacking works by taking one or more MHUB systems and combining them together so that it presents itself to the user as one larger system. A stacked system requires that a 'Master' MHUB is nominated as well as 'Slave' devices which the Master will control. All communication and the large majority of system configuration will be done on the Master system only. Once the MHUB systems are setup in stack mode then management of any of the slave devices becomes locked to the user.

You can only create a stack with uControl

To create a stacked system you will need uControl. uControl will scan your network and will identify any MHUB that is present on it. If more than one MHUB is found then you will be presented with additional options: 1) to setup and connect to any MHUB system in standalone mode or 2) to combine one or more MHUB systems in to a stack. If you select option #2, then you will be asked to nominate your Master device first.

- If you are setting up a stack with a video MHUB and an audio MHUB (V&A) then the video MHUB will automatically be selected as the Master device.
- If you are setting up a stack with multiple MHUB AUDIO's then you will be given the option to choose which device is the Master.
- You can not create a stack with more than one video MHUB included.
- You are limited to a maximum of 3 Slave devices.
- You can reorder the Slaves in your stack to match how your systems are physically setup in your rack.

TIP: Have a plan in place before you start

It is advisable to have a drawing or a plan in place before you start to connect your MHUB systems up. Outputs from MHUB can act as inputs for Slave MHUBs and both can be switched to any input/output combination. This can get very confusing! Detail everything and label your cables and interconnects to make troubleshooting easier.

Modifying or deleting a stack after stack setup is complete

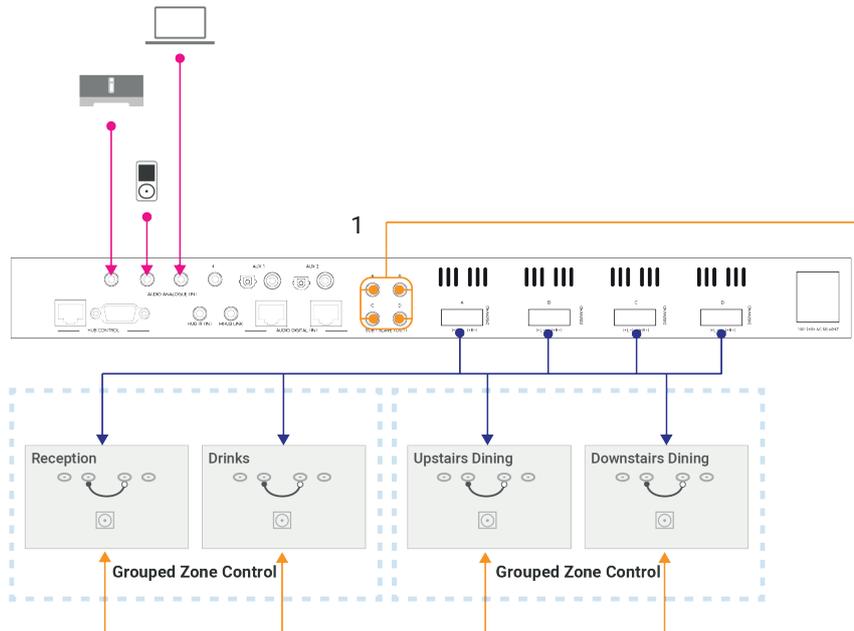
It is possible to modify any aspect of the stack setup from MHUB-OS and uControl. However, if you wish to add or remove a Slave device or would like to upgrade the Master MHUB then you will have to reset all systems in the stack back to factory settings and restart the setup Stack process.

Wiring. Power

3.

Up. First Boot.

Setup: wiring for operation in standalone mode



Standalone setup example

Listen to anything everywhere

In the diagram (“Setup: wiring for operation in standalone mode”) we have demonstrated a typical setup where MHUB AUDIO might be used to provide music and audio in a restaurant location. MHUB AUDIO is being used to power 16 speakers in total using a method of wiring called Parallel Connectivity. There are also four active subwoofers (#1) providing full-range, high quality audio in each one of the defined zones, “Reception”, “Drinks”, “Upstairs Dining and “Downstairs Dining”.

Full control over audio routing

In this example, the music streaming device is being used to route audio to the dining areas. In the bar, staff are allowed to connect their own devices and play the music that they like. For times when a pre-defined playlist is required then there is a PC which can have music loaded on to it. At any time, all zones can switch in to any input by using uControl or a control system.

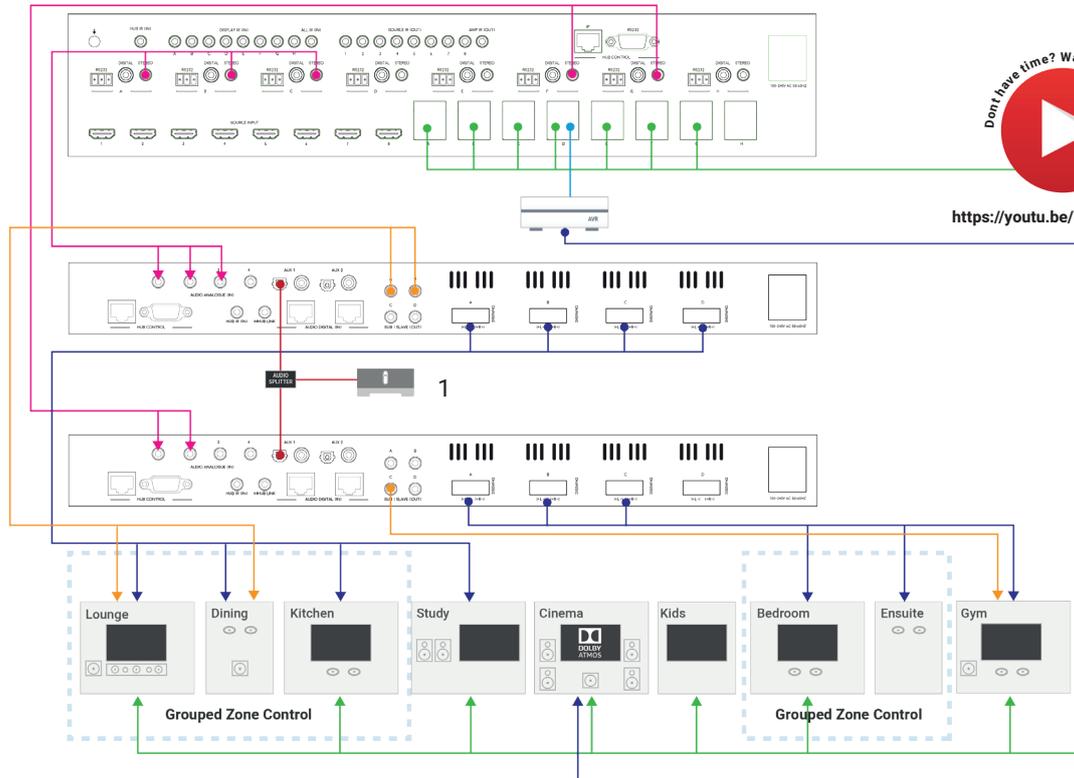
Note:

MHUB AUDIO has been designed so that it can be installed in several different ways. The purpose of the diagram is to illustrate a typical setup and assumes that you are already familiar with the basics of audio wiring and infrastructure. If you are unsure how you might install MHUB AUDIO in to your property then contact support@hdanywhere.com for further assistance.

Power up

- 1 Ensure that audio source devices are off.
- 2 Connect audio inputs to MHUB AUDIO .
- 3 Connect MHUB AUDIO outputs or sub/slave ports to speakers or amplifiers.
- 4 Connect an Ethernet cable between your router and the IP control port.
- 5 Connect the power cable to MHUB AUDIO - the MHUB will turn on.
- 6 Turn on any audio source devices
- 7 MHUB AUDIO will begin to boot up, this can take 60 seconds. uControl will not find MHUB AUDIO until this period has passed.
- 8 Load uControl
- 9 Complete setup on uControl (see “Setup on uControl”)

Setup: wiring for operation in stacked mode (V&A)



<https://youtu.be/Vq-dj0m5KU>



Stack setup example

Whole-home audio and video distribution

Stack a video enabled MHUB system with a single or multiple MHUB AUDIO's to create pixel-perfect 4K images on all displays and impactful sound in every room. The speakers in each zone can access the sound being routed to your TV or can be used independently to play any music or audio of your choosing. In the diagram ("Setup: wiring for operation in stacked mode (V&A)") we are illustrating how MHUB PRO (4x4) 40 can be used with x2 MHUB AUDIO (6x4) systems to create a stack comprising of video only, audio only and video and audio zones.

Whilst the purpose of this setup is primarily to add high-quality sound to the video being watched there is also the option to distribute the Sonos player to all zones in the home (#1). This is done by routing the output of the Sonos in to an audio splitter which then feeds in to the auxillary ports on each MHUB AUDIO device. This way sound from Sonos is available to be accessed in all zones of the property.

Note:

MHUB AUDIO has been designed so that it can be installed in several different ways. The purpose of the diagram is to illustrate a typical setup and assumes that you are already familiar with the basics of audio wiring and infrastructure. If you are unsure how you might install MHUB AUDIO in to your property then contact support@hdanywhere.com for further assistance.

Power up

Both devices are new

If all the MHUB systems in your stack are new then follow the instructions below to setup your stacked system. **Avoid using uControl to configure your system until all systems in your stack have been connected to one another and they're all powered on.**

IMPORTANT: Adding MHUB AUDIO to an existing MHUB system

If you are upgrading an existing MHUB system with MHUB AUDIO then you will have to restore the older MHUB back to its default settings first. You can do this by loading uControl and selecting the "Manually Connect" option from the home screen. Restoring your MHUB will wipe any operational data, uControl packs, Sequences, HDA Cloud information and user settings.

- 1 Ensure that all devices are turned off.
- 2 Connect the audio outputs from the Master system to the inputs on the Slave device(s).
- 3 Refer to the user manual for the video enabled MHUB and follow the setup guidelines listed in there - do not proceed to uControl setup, instead, return to the instructions listed here.
- 4 Connect MHUB AUDIO outputs or sub/slave ports to speakers or amplifiers.
- 5 Connect an Ethernet cable between your router and the IP control port on your MHUB AUDIO.
- 6 Connect the power cable to MHUB AUDIO - the MHUB will turn on.
- 7 MHUB AUDIO will begin to boot up, this can take 60 seconds. uControl will not find MHUB AUDIO until this period has passed.
- 8 Load uControl
- 9 Complete setup on uControl (see "Setup on uControl").

Setup v

4.

with uControl.

Setup on uControl (standalone or stack)

Before starting setup on uControl, ensure that your MHUB is wired up correctly, is turned on and is connected to the same router as your phone or tablet. If it is not, then please refer to pages 15 & 17 and follow the steps there. You can not proceed with setup if you do not have uControl installed on your mobile device.

Completing setup in uControl will teach the MHUB what inputs are connected to it and where the outputs are located throughout your property (zones). Additionally, it will grant you access to MHUB-OS for advanced management of your MHUB and, should you wish, connect the MHUB to HDANYWHERE's online services (HDA Cloud) to register your unit, extend your warranty, connect to the uControl service, enable voice control and remote monitoring or management. uControl setup should not take longer than 15 minutes to complete.

Start setup with uControl (Part 1)

1. Load up uControl. You will be presented with an intro screen which will automatically disappear or can be swiped away.

2. You will now see the home screen. This screen is only visible when no MHUB system is paired with uControl.

3. There are two options "Connect to MHUB" and an advanced management/tool option called "Manually Connect". Select "Connect to MHUB".

4. uControl will now perform a scan of your network and will find all active MHUB systems.

5. If there are any problems detected in the scan then they will be displayed in uControl here. The messages are dependent on what is detected:

Software Update Required: uControl has detected that one or more MHUB requires an update to proceed. Remedy: update all MHUB's in your network.

Software Mismatch: the software found on one or more MHUB systems do not match Remedy: update all MHUB's in your network.

MHUB's is still in Stack: uControl has detected that one or more MHUB systems are still in stack mode. Remedy: reset the MHUB in question back to factory settings.

6. If there are no errors then uControl will present you with the following options:

1) if a standalone MHUB is found then uControl will proceed to configure that system directly. (Jump to step 8)

2) if multiple MHUB's are found then uControl will ask if you want to stack those systems (if supported) or connect to one of them individually.

7. If MHUB is being setup in Stack mode then you will be asked to nominate a Master and Slave device(s). Tip: identify the MHUB easily by clicking on the magnifying glass icon to put that MHUB in to identification mode.

8. uControl will then contact your system to start the configuration process.

9. You will now be redirected to MHUB-OS, the operating system on board MHUB, to complete the setup process (see next page).



... From uControl, proceed to configure MHUB-OS (Part 2)

1. EULA & Privacy Policy	End User License Agreements and Privacy Policy statements. You can not proceed with setup if these are not agreed to first.
2. Name your MHUB	Provide a unique name for your MHUB so that you can identify it easily. In stack mode all detected MHUB devices will appear here.
3a. Define connections between MHUB systems	If your MHUB(s) are being setup in stacked mode then this is where you will define what outputs from your Master MHUB system are being routed to inputs on your Slave MHUB system(s).
3b. Split inputs	If you are using an audio splitter to split one or more audio sources to multiple MHUB systems then this is where this relationship is defined.
4. Name your source devices	Give each one of your source devices a unique name (eg "Sonos", "CD Player") so that you can identify and switch to easily. If you are setting your MHUB up in stack mode then any inputs assigned in steps 3a & 3b will become locked and unavailable to edit as their input is dynamic depending on the output of the master device.
5. Create zones	A zone is a room or location in your property where outputs from MHUB terminate in (eg "Kitchen", "Living Room", "Bar").
6. Assign outputs to zones	A zone can contain up to 4 outputs in total. However, zones are limited to supporting only one video enabled MHUB output.
7. Confirm zones	An opportunity to review your changes
8. Connect MHUB to HDA Cloud	Register MHUB on HDA Cloud to access online services, to extend your warranty and to grant permission for remote monitoring and management to take place if your MHUB has been installed by a HDA Pro. The email address must belong to the owner of the MHUB device.
9. Complete setup	A final step before returning back to the main uControl interface.

6.

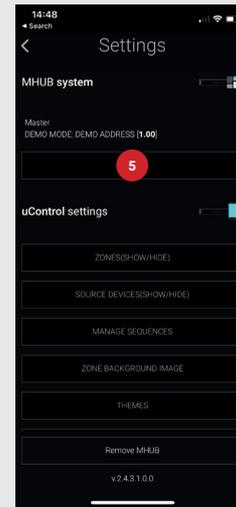
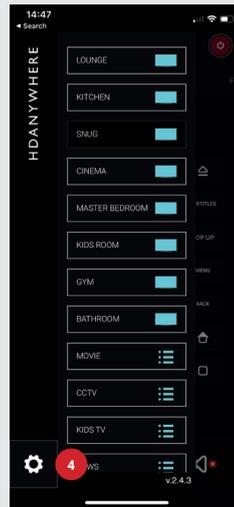
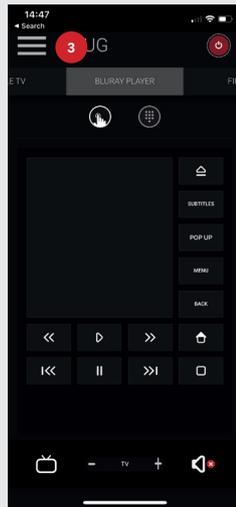
MHUB-OS.

MHUB-OS

MHUB-OS is the operating system on board all MHUB systems and must be configured first before you can use it (See page 20-21). MHUB-OS manages the operation of your MHUB, the connection between MHUB and your control method (see page 10) and the connection to online services like HDA Cloud and Amazon Alexa. MHUB-OS is not typically a feature that you would access daily but something where configuration and user settings are applied so that MHUB operates in the manner you like.

Accessing MHUB-OS

1. Ensure that you have completed the first boot process (See page 20-21) and that MHUB is on and connected to your network.
2. Load uControl: it will connect with MHUB and you will be taken to the main control interface.
3. Tap on the Menu icon represented by three horizontal lines. A menu will appear from the left side of your screen.
4. Tap on the Cog icon in the bottom left corner to be navigated to the main Settings menu.
5. Select option: "Access MHUB".



MHUB-OS pages

The table below describes MHUB-OS as it appears in standalone mode for MHUB AUDIO only. If you are operating your MHUB in stack mode then additional video options and settings will appear as well as the ones listed below. Consult your user guide for more information.

Homepage / Dashboard	<p>The homepage for MHUB-OS. Control switching, volume and mute states for all zones from this page.</p> <p>Create a HDA Cloud account and register MHUB to extend warranty by 1 year. Registering MHUB on HDA Cloud will allow MHUB to connect to other online services such as Amazon Alexa and will grant permissions to have MHUB remotely managed by your installer (HDA Pro) if you have one. Having this account in place will also allow HDANYWHERE to access technical data from your system to provide better support should you experience any difficulties.</p>
Account Management	<p>HDA Pro pairing: If you are a professional installer and have an approved HDA Pro account then add your details to the HDA Pro area - in addition to the HDA Cloud account details - to setup MHUB for remote monitoring. Ensure that you have permission from the MHUB owner and that their HDA Cloud account is in place otherwise pairing/remote monitoring will not be possible.</p>
MHUB Setup	Contains a list of MHUB-OS software, firmware and identifying information. Name source devices, create zones and assign outputs to them, set time zones and security PINs from this page.
Network Settings	Manage the network settings for MHUB.
Sequences & Scheduling	A Sequence is a string of individual commands such as (switch to input 1, set volume to 25%, mute output A & D) which can be triggered by a single button press or Alexa voice command. Create and test Sequences from this page. Additionally, it is possible to schedule a Sequence so that it executes automatically at a set time or date.
Voice Control	Advanced or additional options to configure voice control for supported devices here.
AV Settings	Manage input gain, maximum volume levels, delay, EQ and the sub/slave output frequency.
Control Drivers	Links to HDANYWHERE Support (http://support.hdanywhere.com) for access to control drivers for MHUB.

7.

The Legal Bit.

Important information

Terms & Policies, including General Data Protection Regulation (GDPR) and other Data Protection Laws.

During the setup of MHUB, the HDA Pro (Installer) and End-User are required to agree to a set of terms, conditions, rules, policies and license agreements, including the HDANYWHERE Privacy Policy. These terms, notices and policies are, collectively, the "Agreements". By installing or using MHUB, you agree to be bound by the Agreements.

EU Conformity

Hereby, HDANYWHERE declares that this HDMI connectivity device is in compliance with the essential requirements and other relevant provisions of the following Directives: 2006/95/EC (LVD Directive); 2004/108/EC (EMC Directive); 1999/5/EC (R&TTE Directive). The full text of the EU declaration of conformity is available in the compliance section at [HDANYWHERE.com/legals](https://hdanywhere.com/legals)

Recycling your device properly

In some areas, the disposal of certain electronic devices is regulated. Make sure you dispose of or recycle your device in accordance with your local laws and regulations.



HDANYWHERE Limited Product (3 or 4 Year) Guarantee

WHO WE ARE

1. We are HD CONNECTIVITY LTD trading as HDANYWHERE ("HDA"), a limited company registered under number 06046737 in England and Wales with its registered offices at The Haysfield, Malvern, WR14 1GF, United Kingdom.

OUR GUARANTEE TO YOU

2. We, HDANYWHERE warrant to you, the end user [MG1] of the HDA hardware (the "Products") that on the date of delivery of the Products to you, and for a period of 3 years from that date of delivery, the Products shall:

- (a) match any description that has been provided to you;
- (b) be free from any significant defects in their design, the materials used to make them, and the way they are made;
- (c) be of satisfactory quality (within the meaning of the Consumer Rights Act 2015); and
- (d) be fit for any purpose held out by us.

This 3 year period, or, if the period has been extending to 4 years in accordance with paragraph 3, will be the "Guarantee Period". We offer this guarantee to all our customers who are resident and have an address in Great Britain and Northern Ireland. [MG2]

EXTENDING YOUR GUARANTEE

3. On registering your Products with the HDA Cloud, the guarantee offered in paragraph 2 by us will automatically extend for a period of one year, provided that your registration takes place within 30 days from the date of delivery. The one year guarantee extension starts automatically from the date that the original 3 year guarantee ends.

HOW TO CLAIM ON YOUR GUARANTEE AND YOUR REMEDIES

4. Subject to paragraphs 5 and 6 of this guarantee, Your sole remedies under Our guarantee to You are as follows:

- (i) Up to 30 days: we will repair or replace your Products or provide you with a full refund of the price of the defective Products at your option.
- (ii) Up to 6 Months: we will repair or replace your Products. If we are unable to repair or replace your Products we will provide you with a full refund of the price of the defective Products.
- (iii) Up to 3 (4) Years: we will repair or replace your Products. If we are unable to repair or replace your Products we will provide you with a partial refund of the price of the defective Products based upon the devaluation of the Products since the time of purchase.

5. In order to claim under the guarantee given to you in paragraph 2 you will need to:

- (a) give us notice in writing of your intention to claim under the guarantee during the Guarantee Period, and do so within a reasonable time after finding that some or all of the Products do not comply with the guarantee set out in paragraph 2;
- (b) show that the Products that you claim are defective, have been examined by a HDA Pro or other authorised suitably qualified installer, and that they have [MG3] confirmed in writing that the suspected defect in the Products stems solely from a fault in the HDA hardware;
- (c) give us a reasonable opportunity to examine the Products in question;
- (d) provide us with an order number and a dated sales or delivery receipt from an HDA Distributor, HDA Pro or other authorised dealer, reseller or installer of the Products.
- (e) obtain from us in advance of returning the Products a return merchandise authorisation and/or case number [MG4]; and
- (f) (if asked to do so by us) return such Products to our place of business at our cost.

CIRCUMSTANCES WHERE YOUR GUARANTEE DOESN'T APPLY

6. We shall not be liable for the Products' failure to comply with the guarantee set out in paragraph 2 in any of the following events:

- (a) If you make any further use of the Products after giving us notice of an issue in accordance with paragraph 5;
- (b) the defect arises because you failed to follow our oral or written instructions as to the storage, installation [MG5], use and maintenance of the Products;

- (c) the defect arises as a result of your use of the Products with any other software or hardware that is not compatible with the Products;
- (d) the products are used by you for any commercial purpose, including rental or demonstrative purposes;
- (e) you alter or repair the Products without the written consent of HDA;
- (f) the defect arises as a result of an act of god, fair wear and tear, or your misuse, abuse, unreasonable use, wilful damage, negligence, or abnormal storage of the Products or by any other causes unrelated to defective hardware or manufacturing;
- (g) where the serial number has been altered, defaced or removed;
- (h) where the warranty seal on the system has been altered, defaced or removed; or
- (i) where the Products differ from their description as a result of changes made to ensure they comply with applicable statutory or regulatory requirements.

TRANSFERRING YOUR GUARANTEE TO SOMEONE ELSE

7. [HDA will not accept any liability under such guarantee unless you are the original customer or can produce a letter or chain of letters from the original customer and subsequent customers (where appropriate) transferring the benefit of the guarantee to you.]

PRODUCTS THAT ARE NOT COVERED BY THIS GUARANTEE

8. This guarantee does not cover products sold and clearly marked "as is", "B-grade", or with faults. This guarantee does not apply to any system software that is preinstalled in the HDA hardware, or is subsequently provided via update or upgrade releases. Any and all HDA software is licensed to you under the terms of a separate end user licence agreement found here: [EULA Link]

HOW THIS GUARANTEE WORKS WITH OUR EULA

9. We may void this guarantee if we reasonably believe that the HDA system has been used in a manner that violates terms of our separate End User Licence Agreement (EULA) for the HDA software. You assume all-risk and liabilities associated with the use of third party products in conjunction with the Products.

YOUR STATUTORY RIGHTS

10. This guarantee is in addition to your statutory rights (including under the Consumer Rights Act) which are not affected by this guarantee

GENERAL TERMS OF THIS GUARANTEE

11. Except as provided in this guarantee, we shall have no liability to you in respect of the Products' failure to comply with the guarantee set out in paragraph 2.

12. We reserve the right to amend or withdraw this guarantee at any time although for the avoidance of doubt any guarantees that are in existence at such a time will be honoured.

13. These Conditions shall apply to any repaired or replacement Product supplied by us.

GUARANTEE CONTACT INFORMATION

To contact (support@hdanywhere.com) or call HDANYWHERE Technical Support (call charges will depend on your telephone provider. Please check with your operator for exact charges).
 The team is available 9am - 5pm weekdays.
 To help us handle your query promptly, please have your invoice number and model SKU and serial ready.

HDANYWHERE™

Let us know what you think.

We would love to hear how we could further improve our products and services.
If we can make something better, please let us know!

support@hdanywhere.com

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